ACCOUNTS RECEIVABLE

INVOICE PROCESSING

Chapter 3

Dunning Customer Accounts

DUNNING CUSTOMERS

When a customer neglects to settle their account on time and is in payment arrears, it becomes necessary to remind the customer of the outstanding debts and send payment reminders or dunning notices. Dunning is processed automatically with the dunning program. The program determines the accounts and items to be dunned, the dunning level of the account and, the dunning notice to be printed. Dunning notices are printed with the print program. Printing dunning notices simultaneously updates the customer master record with the last level and date dunned.

DUNNING CUSTOMERS cont.

For a customer to be either individually dunned or included in a dunning run for multiple customers, a dunning procedure must be assigned in the customer master record.

To check a customer's master data for dunning procedures, use Transaction FD03. View dunning procedures and status by clicking on the Company Code button and select the Correspondence tab.

Transaction FD03 procedures are covered in Chapter 2.

DUNNING CUSTOMERS cont.

Dunning procedures establish the frequency and type of dunning notice to be issued.

- Dunning procedure 0007 is based on 30 day intervals and advise customer of possible tax intercept and/or legal action.

- Dunning procedure 0008 is based on 30 day intervals and advise customer of possible of termination of services.

- Dunning procedure 0009 is based on 2 week intervals and advise customer of possible tax intercept and/or legal action.

- Dunning procedure 0010 is based on 30 day intervals and advise customer of possible of termination of services.

Requests for changes in customer master data, including dunning procedure, must be sent to DFA Office of Accounting.

DUNNING – F150

Transaction F150 is used to create dunning notices.

Dunning notices   Edit   Goto   Extras   Environment   System   Help

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Dunning

🖳 | 🗋 Indiv.dunn.notice | 🙎 Dunn.history

Run on   040903
Identification   donna1 🗗

┌──┐
│ Enter the Run on date and Identification.   │
│ Press enter and click the Parameter tab.   │
└──┘

| Status | Parameter | Free selection | Additional Log |

Status
No parameters maintained

▷ | F150 🖭 | sapqas | OVR

The 'Run on' date is the Dunning run date and is normally the current date.

In the Identification field enter a unique identifier to store this set of dunning parameters. The field is a 6 digit alphanumeric that can be freely define for identification.

Click on the Parameter tab.

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   Dunning notices  Edit  Goto  Extras  Environment  System  Help
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 Dunning: Parameters
 🖺  🗋 Indiv.dunn.notice   🙎 Dunn.history

 Run on            04/09/2003
 Identification    DONNA1

    Status    Parameter   Free selection   Additional Log


    Dunning date          04/09/2003
    Docmnts posted up to  04/09/2003

   ┌ Company code ─────────────────────────────────────┐
     Company code    ARK       to              ⇨
   └───────────────────────────────────────────────────┘

   ┌ Account restrictions ─────────────────────────────┐
     Custom. account  600000007 🖉       ⇨
     Vendor account            to              ⇨
   └───────────────────────────────────────────────────┘

                                                    ▷ F150 ☰  sapqas  OVR
```

Enter the Dunning date, Documents posted up to date, Company code and Customer account number(s). Press enter and click the Free Selection tab.

- Dunning date – This is the date that will be used as the issue date of the dunning notice and used as the basis for calculating the days in arrears.

- Documents posted up – Only documents posted through this date will be included in the dunning run.

- Customer account – To execute dunning for all customers for an agency enter the range of 1 (one) to zzzzzzzz (not case sensitive). A single or multiple customer numbers can be entered to limit dunning to specific customers.

Click on the Free Selection tab

Dunning notices   Edit   Goto   Extras   Environment   System   Help

Dunning: Free Selections

Indiv.dunn.notice   Dunn.history

Run on   04/09/2003
Identification   DONNA1

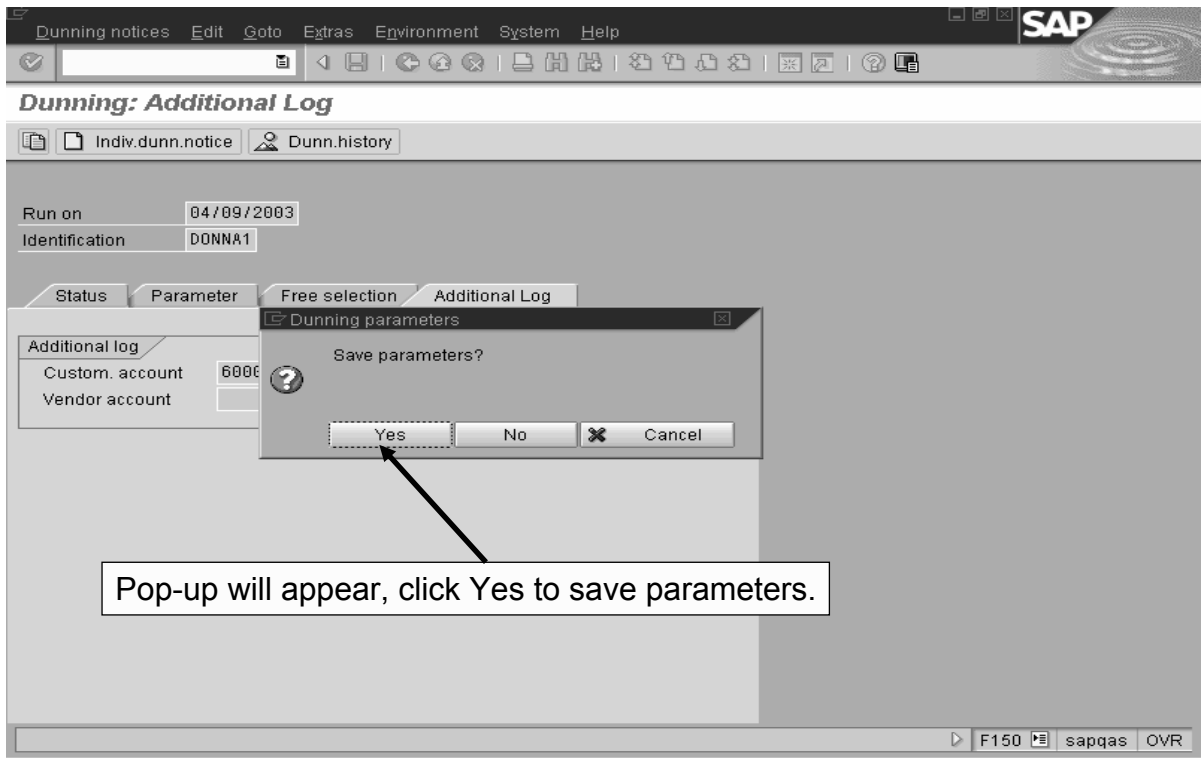| Status | Parameter | Free selection | Additional Log |

Field name	E..	Values	Values	
BSID-GSBER	☐	0610		
	☐			
	☐			

Under Field name, enter BSID-GSBER (not case sensitive) and your business area under Values. Press enter and click the Additional Log tab.

F150   sapqas   OVR

- Enter BSID-GSBER or select it from the drop down.
- Enter your business area
- Click on the Additional Log tab

Dunning: Additional Log

Run on   04/09/2003
Identification DONNA1

| Status | Parameter | Free selection | Additional Log |

Additional log
Custom. account 600000007 to
Vendor account   to

Enter the Customer account(s) entered on the Parameter tab.
Press enter and click the Status tab.

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Revised September, 2005

Enter the customer number(s) or range of customer numbers to be
dunned. This will be the same customer number range that was
entered on the Parameter tab.

Click on the Status tab

```
                                                                      ☐ ⊞ ⊠  SAP
   Dunning notices  Edit  Goto  Extras  Environment  System  Help
 ⊘              ▣   ◁ 🖫  🕻 🕝 🕝  🖵 🛗 🛗  🕙 🕙 🕙 🕙  🖼 🗗  🕜 🗗

 Dunning: Additional Log

 🗐  🗋 Indiv.dunn.notice   🗟 Dunn.history


 Run on          04/09/2003
 Identification  DONNA1


   Status   Parameter    Free selection    Additional Log
 ┌──────────────────── 🗗 Dunning parameters ────────────────────⊠──┐
 Additional log
   Custom. account   600(      Save parameters?
   Vendor account             ❓

                          ┌─────────┐ ┌──────┐ ┌───┬──────────┐
                          │   Yes   │ │  No  │ │ ✖ │  Cancel  │
                          └─────────┘ └──────┘ └───┴──────────┘
```

Pop-up will appear, click Yes to save parameters.

```
                                                          ▷ │F150 📧│ sapqas │ OVR
```

A pop up box will display "Save parameters?"

Click the Yes button
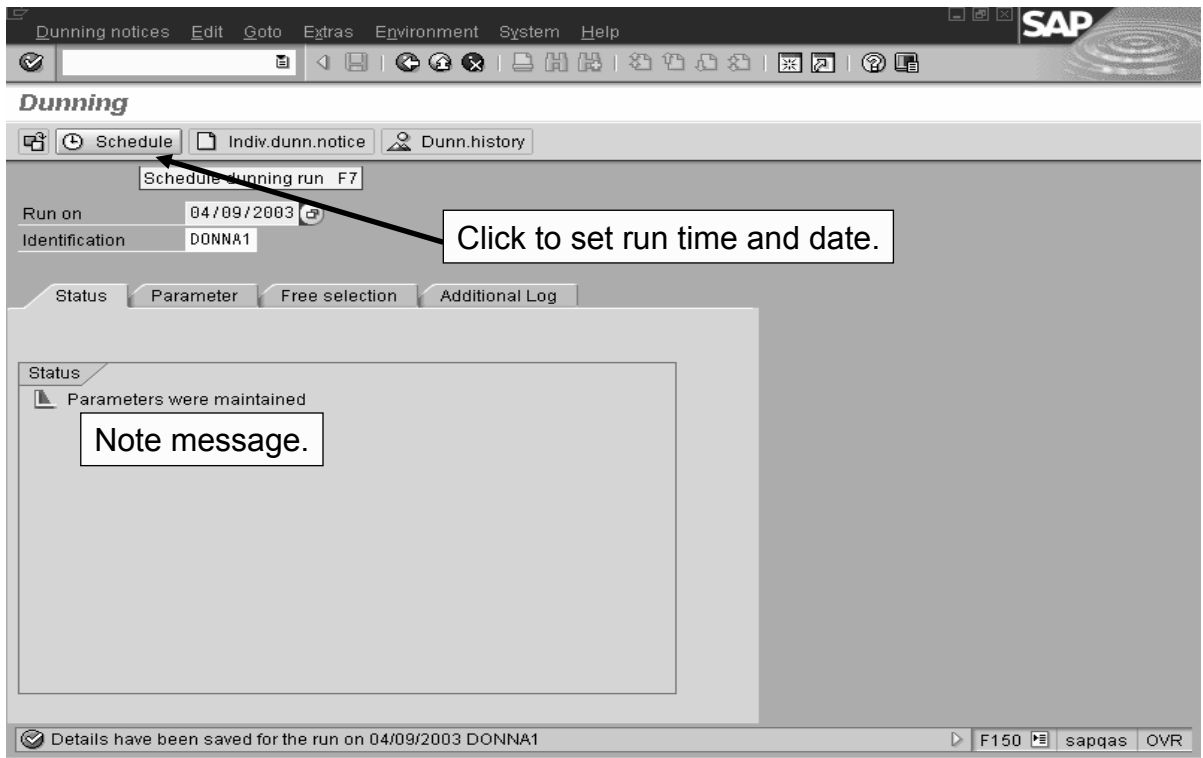
A message will display on the Status tab "Parameters were maintained"

Click on the Schedule button
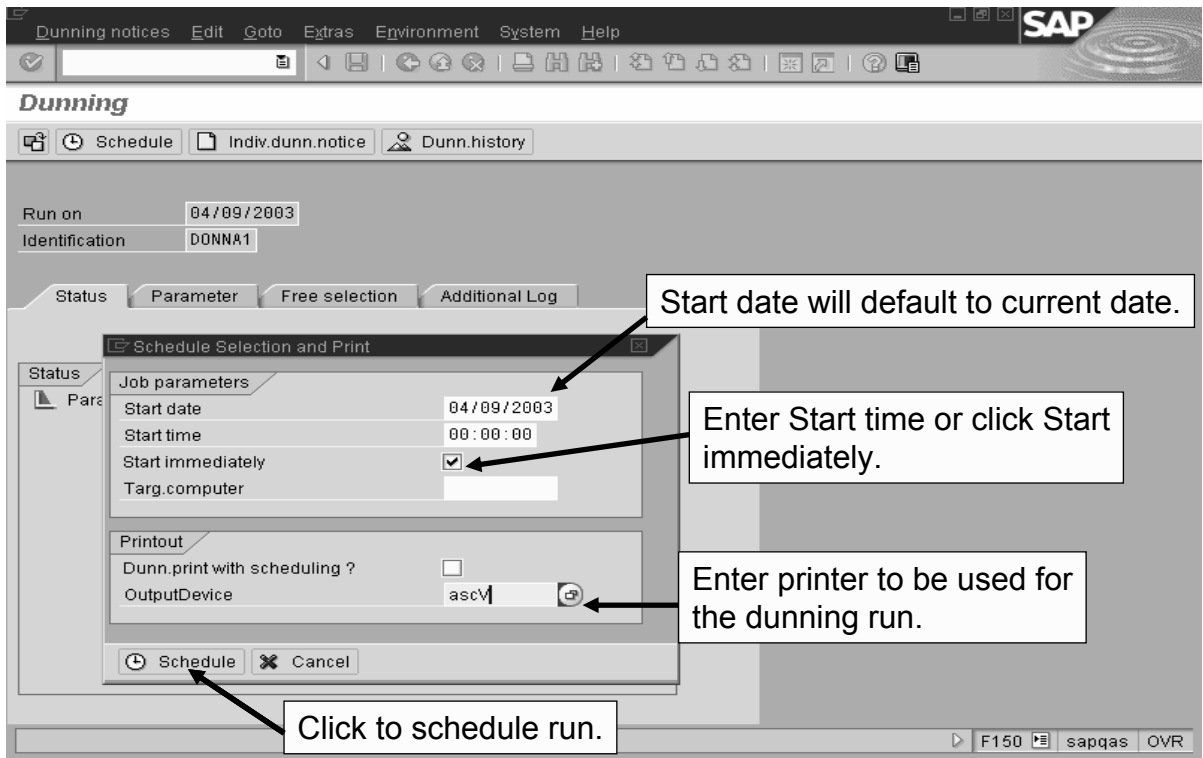
- Start date – The Start date will default to the current date.

- Start time – Not used at this time

- Check the Start immediately box

- Output device – Enter the AASIS system printer

- Click the Schedule button

  DO NOT check the Dunning Print with Scheduling box.

The message will display "Dunning Selection is running." Press the enter key until the message in the box changes to "Dunn selection is completed". If selection is large this process may take a while to complete.
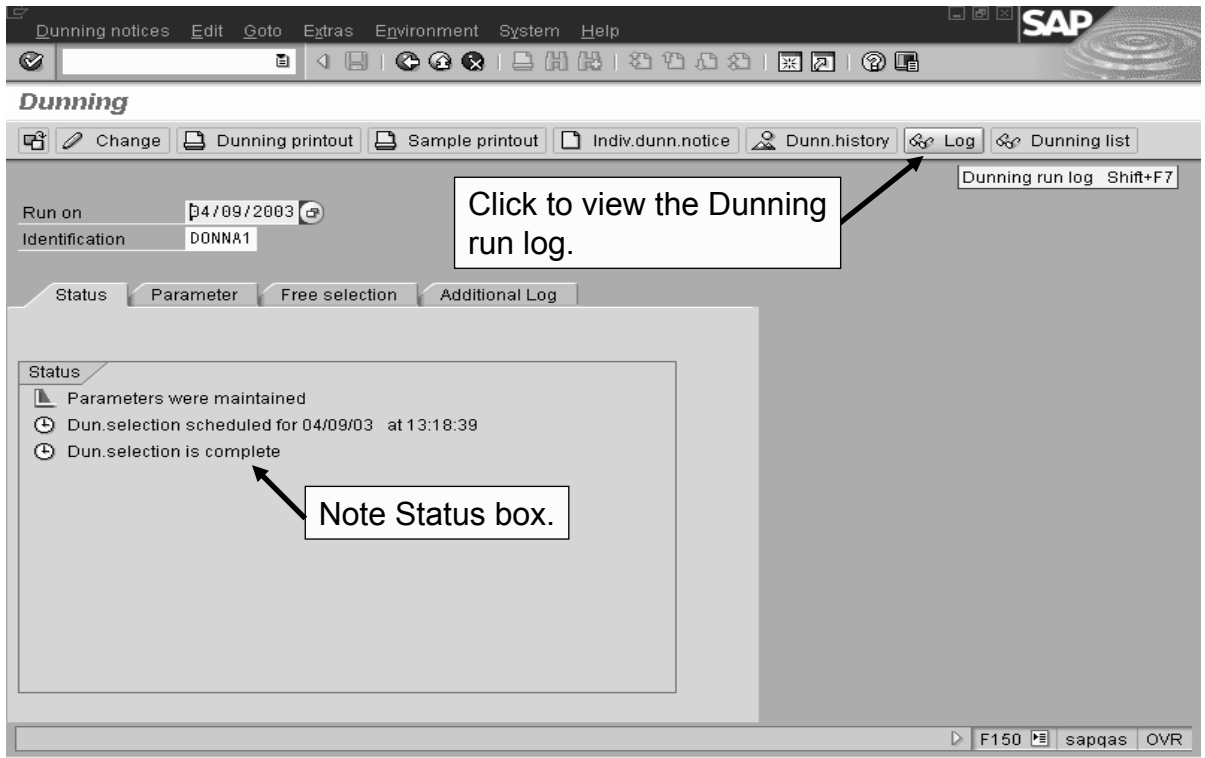
The message "Dun selection is complete" indicates the run has completed.

Click on the Dunning Log to display errors and explanations as to why accounts were excluded from the dunning run.
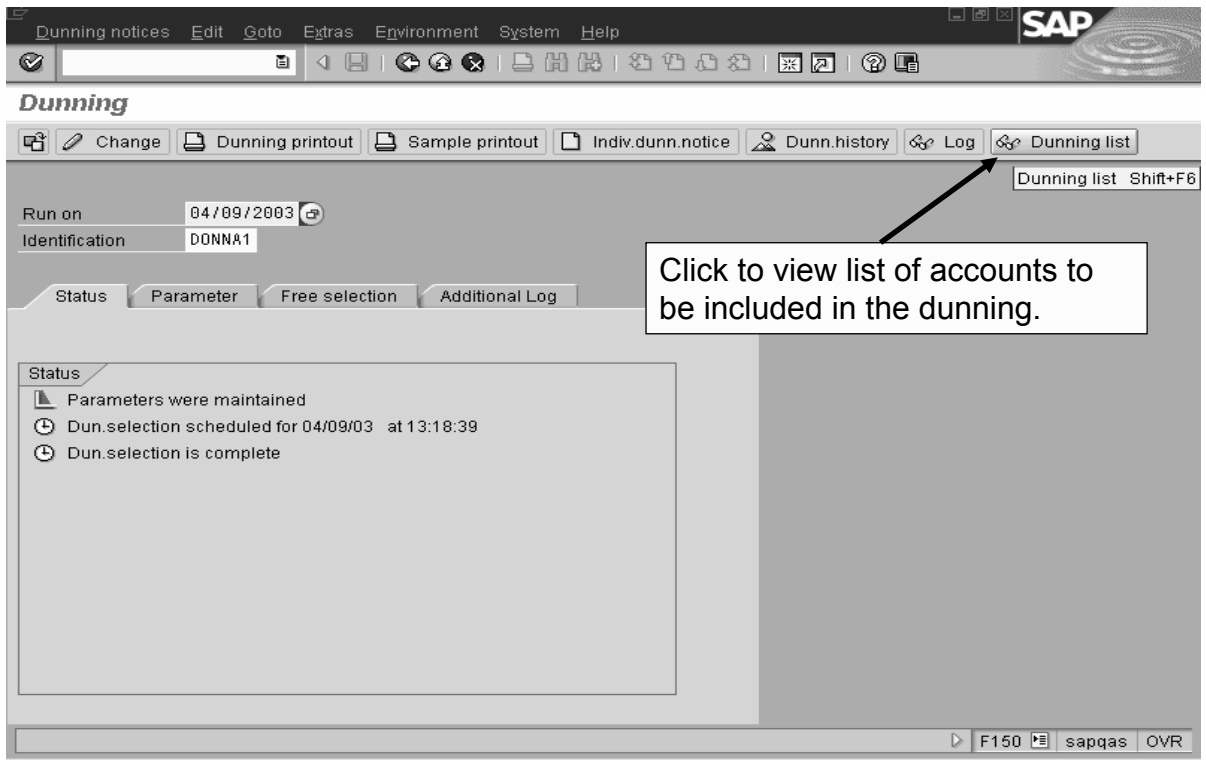
The dunning log will list all accounts reviewed as being dunned, errors or not eligible for next level yet.

The dunning list will display a list of the account included in the dunning run.
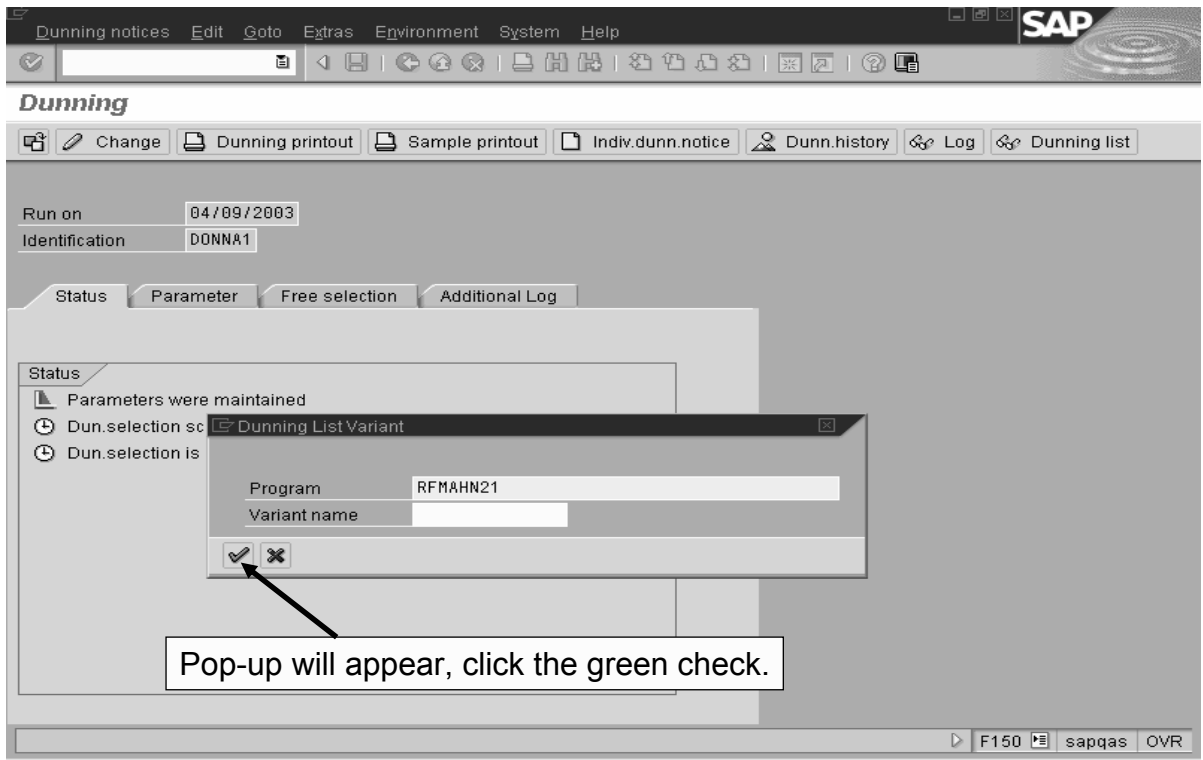
Pop up box will display list program. Click the green check.

```
  List  Edit  Goto  Settings  System  Help                                    SAP

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  FI Dunning

  ◄◄ ◄ ► ►► | ⬧ Display texts | 🔍 🖨 🖙 🗑 🛅 🔀 🔃 🔃 Choose | 🔢
```

```
State of Arkansas                 Dunning list           Time 13:21:38    Date 04/09/2003
Little Rock                Dunning run 04/09/2003/DONNA1   RFMAHN21/DCBOLANOS Page        1

A Account      Company code       Clerk  Dunn.area  Dunn.level Block
Doc.no.    Year Itm Net due date      Arrers Old dunLe Dunn.lev. Block  C  Doc. curr. amount Curr.

D 600000007  ARK                                              2
18000751   2003  1 07/03/2002        280              1        X             8.73  USD
18000345   2002  1 04/13/2002        361       1      2        X         5,000.00  USD
18000038   2002  1 06/30/2002        283              1        X           106.63  USD
18000037   2002  1 06/30/2002        283              1        X           106.63  USD
18000023   2002  1 05/05/2002        339       1      2        X            29.00- USD
18000011   2002  1 06/04/2002        309       1      2        X            29.00  USD
16000002   2002  1 05/05/2002        339       1      2        X            12.00- USD
16000001   2002  1 06/04/2002        309       1      2        X            29.00  USD
16000000   2002  1 06/04/2002        309       1      2        X            29.00  USD

*
                                                                         5,267.99  USD
```

End of the list

┌───┐
│ This is a list of items that will be included in the Dunning notice. │
│ If you wish to make a change or block an item, green arrow back.   │
└───┘

```
                                                            ▷ F150 📧 sapqas  OVR
```

A list of accounts scheduled to receive dunning notices will be displayed.

Green back arrow when review is complete.

Dunning notices   Edit   Goto   Extras   Environment   System   Help

f150

Dunning

Change | Dunning printout | Sample printout | Indiv.dunn.notice | Dunn.history | Log | Dunning list

Change dunning notices Shift+F4

Run on   04/09/2003

Identification   DONNA1

Click to make change.

Status | Parameter | Free selection | Additional Log

Status

- Parameters were maintained
- Dun.selection scheduled for 04/09/03 at 13:18:39
- Dun.selection is complete

F150   sapqas   OVR

Changes can be made to the selected accounts by clicking on the Change button.

```
  Program  Edit  Goto  System  Help                                          SAP

 ⊘                    ▣   ◁ 🖫 | 😊 😊 😊 | 🗎 🛅 🛅 | 🎦 🎦 🗂 🗂 | 🔲 🗷 | ② 🖳

  FI Dunning

 ⊕ ◈ 🖫

 Run date                    04/09/2003
 Identification              DONNA1

  General selections
    Account type (D/K)                            to                         ⇨
    Company code                                  to                         ⇨
    Customer number          600000007  ☞         to                         ⇨
    Vendor number                                 to                         ⇨
    Accounting clerk                              to                         ⇨
    Dunning level                                 to                         ⇨
    Dunning area                                  to                         ⇨

                              Enter customer number, execute.

    ☐ Check account long text
    ☐ Check document long text

                                                          ▷  F150 🖹  sapqas  OVR
```

Enter the customer number to be changed or excluded and click on
the execute icon.

Highlight and double click the item to be blocked/changed or click the Change dunning notice icon.

Highlight the item to be changed or blocked and click on the Change dunning notice button.

Select the possible entries icon to choose a dunning block reason, click Copy.

FI Dunning

		List	Edit	Goto	Settings	System	Help

```
State of Arkansas                    Change dunning notices         Time 13:25:10     Date  04/09/2003
Little Rock                          Dunning run 04/09/2003/DONNA1   RFMAHN21/DCBOLANOS  Page          1

AccTy Account    CoCd Clerk  Area    Dunn.lev.  Dunning block                   T
Doc.no.    Year  Itm Net due date    Arrers Old dun.e Dunn.lev.  Block  C  T  Doc. curr. amount Curr.

D      600000007  ARK                      2
16000000   2002  1 06/04/2002     309          1         2        X              29.00   USD
16000001   2002  1 06/04/2002     309          1         2        X              29.00   USD
16000002   2002  1 05/05/2002     339          1         2        X              12.00-  USD
18000011   2002  1 06/04/2002     309          1         2        X              29.00   USD
18000023   2002  1 05/05/2002     339          1         2        X              29.00-  USD
18000037   2002  1 06/30/2002     283                    1        X             106.63   USD
18000038   2002  1 06/30/2002     283                    1        X             106.63   USD
18000345   2002  1 04/13/2002     361          1         2        X           5,000.00   USD
18000751   2003  1 07/03/2002     280                    1        X               8.73   USD

* Tot
                                                                              5,267.99   USD

** To
                                                                              5,267.99   USD

End of the list
```

Green arrow back to the initial screen.

```
                                                              F150    sapqas   OVR
```

Dunning notices Edit Goto Extras Environment System Help

SAP

| f150

Dunning

🖾 ∅ Change | 🖶 Dunning printout | 🖶 Sample printout | 🗋 Indiv.dunn.notice | 👤 Dunn.history | ⚬ Log | ⚬ Dunning list

Run on   04/09/2003 🖱
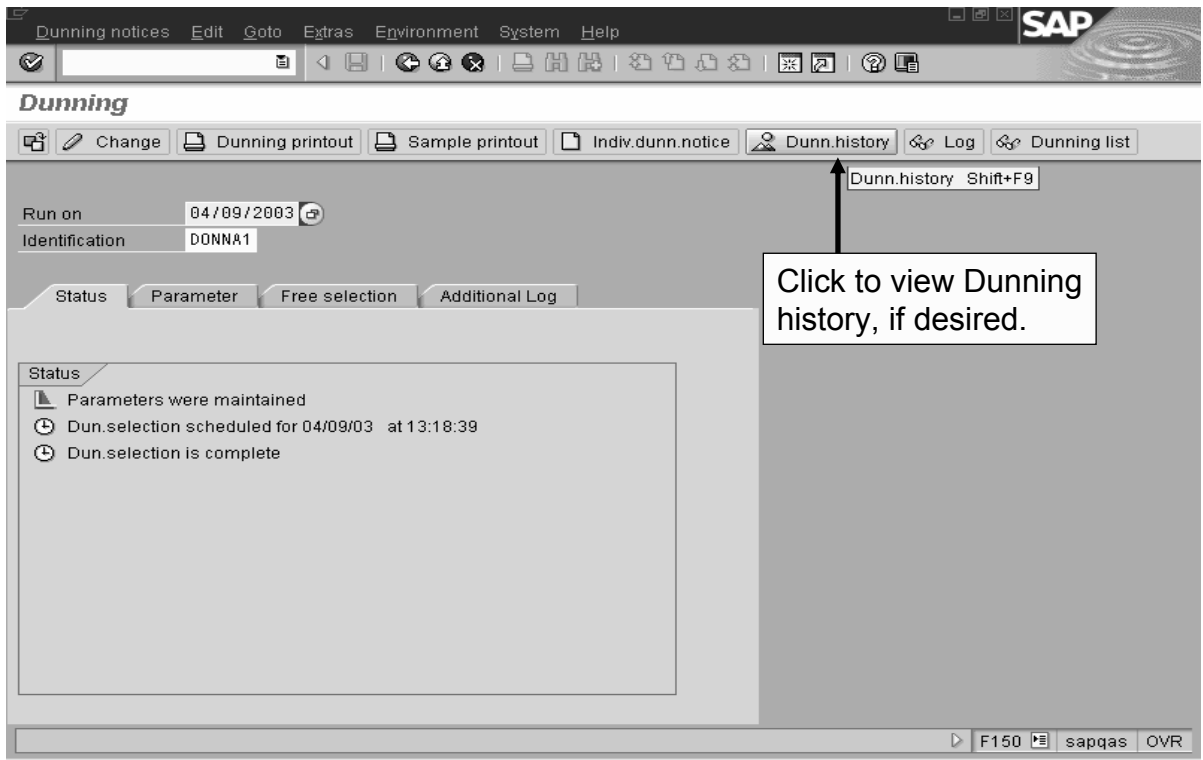Identification   DONNA1

| Status | Parameter | Free selection | Additional Log |

Status
📄 Parameters were maintained
🕓 Dun.selection scheduled for 04/09/03 at 13:18:39
🕓 Dun.selection is complete
∅ Dunn.notices were changed

Note Status box has been
updated to indicate change.

▷ | F150 🖻 | sapqas | OVR

Dunning notices Edit Goto Extras Environment System Help

Dunning

| 🖼 | ✏ Change | 🖨 Dunning printout | 🖨 Sample printout | 🗋 Indiv.dunn.notice | 🔍 Dunn.history | 👁 Log | 👁 Dunning list |

> Dunn.history Shift+F9

Run on   04/09/2003
Identification   DONNA1

Click to view Dunning
history, if desired.

Status | Parameter | Free selection | Additional Log

Status
- 📄 Parameters were maintained
- 🕐 Dun.selection scheduled for 04/09/03   at 13:18:39
- 🕐 Dun.selection is complete

F150 sapqas OVR

Program Edit Goto System Help

FI Dunning - Dunning History

Delimitation

Account type		to
Company code	ARK	to
Customer	600000007	to
Vendor		to

Enter Company code and Customer, execute.

F150 sapqas OVR
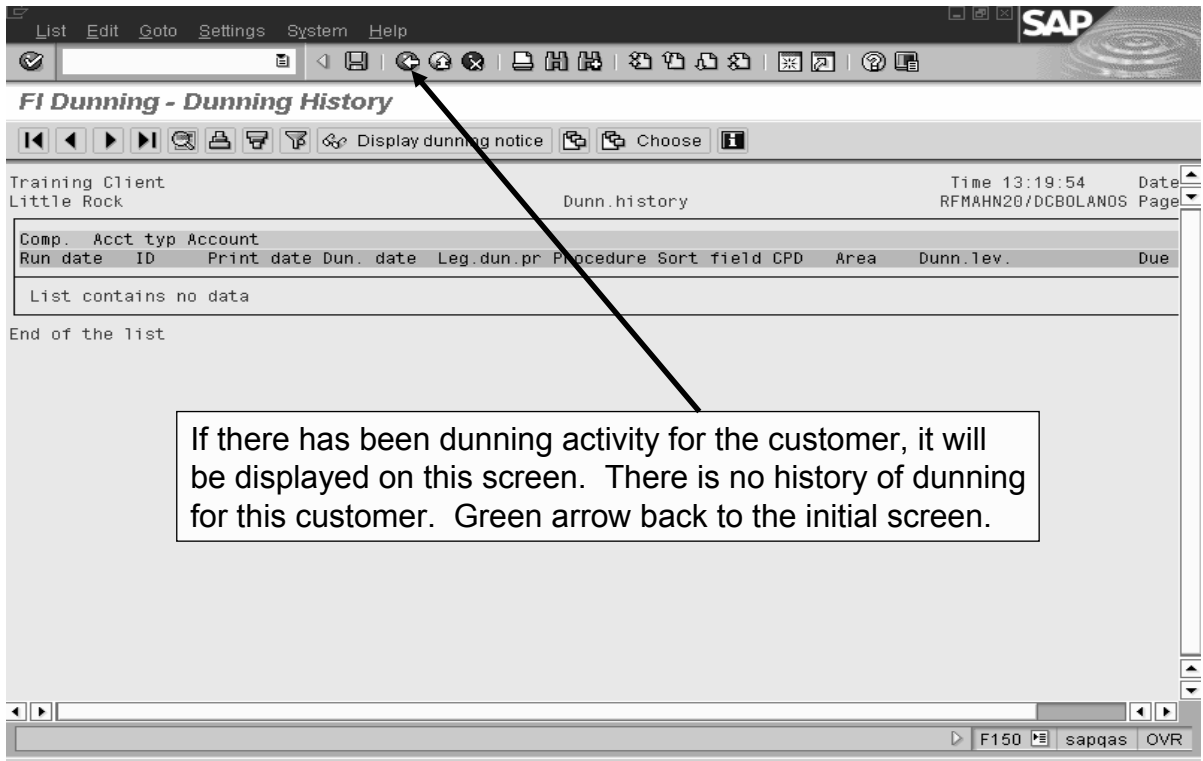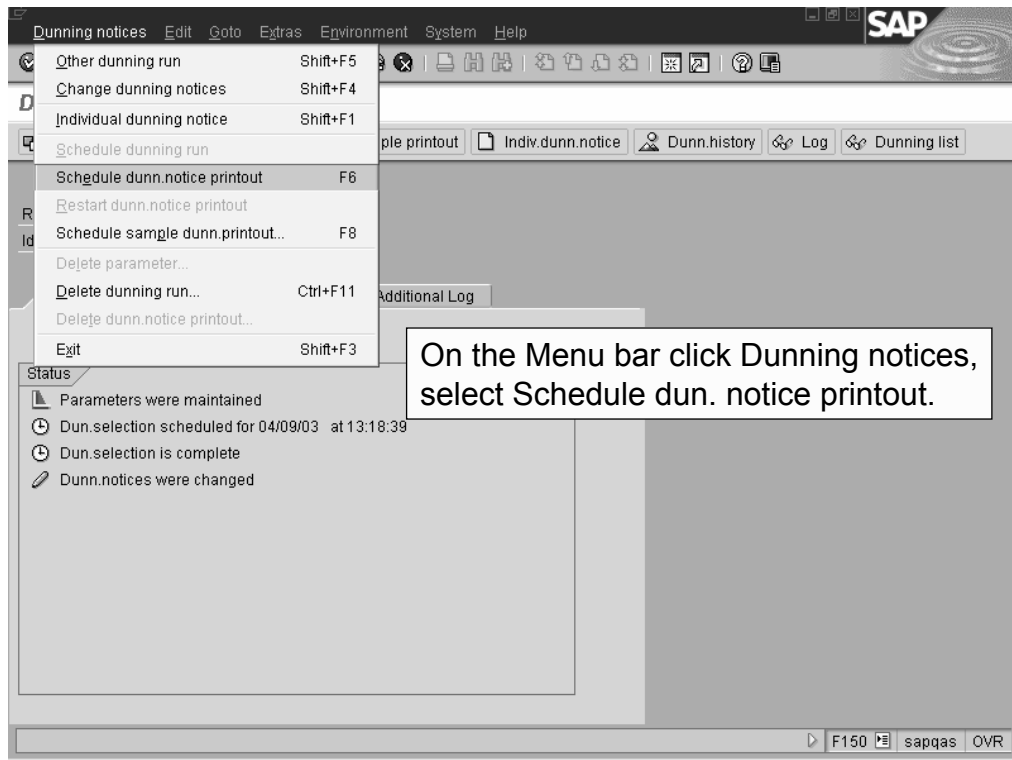
List Edit Goto Settings System Help

FI Dunning - Dunning History

Training Client   Time 13:19:54   Date
Little Rock   Dunn.history   RFMAHN20/DCBOLANOS Page

Comp. Acct typ Account
Run date   ID   Print date Dun. date Leg.dun.pr Procedure Sort field CPD   Area   Dunn.lev.   Due

List contains no data

End of the list

If there has been dunning activity for the customer, it will
be displayed on this screen. There is no history of dunning
for this customer. Green arrow back to the initial screen.

F150 sapqas OVR

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On the Menu bar click Dunning notices, select Schedule dun. notice printout.

AASIS Support Center
Revised September, 2005

Use an AASIS system printer to print dunning notices

SAP

Dunning notices   Edit   Goto   Extras   Environment   System   Help

Dunning

| 🗗 | 🖉 Change | 🖨 Dunning printout | 🖨 Sample printout | 🗋 Indiv.dunn.notice | 👤 Dunn.history | 🔗 Log | 🔗 Dunning list |

Run on   04/09/2003
Identification   DONNA1

| Status | Parameter | Free selection | Additional Log |

Status

☐ Schedule Print

Job parameters

Start date   04/09/2003
Start time   00:00:00
Start immediately   ☑
Targ.computer

Printout

OutputDevice   ascV

🖨 Print   ✖ Cancel

> Enter Start date, Start time or click Start immediately, and Output Device. Click Print.

▷ | F150 | sapqas | OVR

Dunning notices   Edit   Goto   Extras   Environment   System   Help

Dunning

🔲 🖨 Sample printout | 🗋 Indiv.dunn.notice | 👤 Dunn.history | 👓 Log | 👓 Dunning list

Run on   04/09/2003 ⊕
Identification   DONNA1

| Status | Parameter | Free selection | Additional Log |

Status
📐 Parameters were maintained
🕓 Dun.selection scheduled for 04/09/03   at 13:18:39
🕓 Dun.selection is complete
✏ Dunn.notices were changed
🖨 Dun.printout scheduled for 04/09/03   at 13:28:14
🖨 Dun.printout Running

> Note updated status, press enter.

✅ Dunning job F150-20030409-DONNA1-3 was scheduled successfully   ▷ | F150 🖃 | sapqas | OVR

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Even though the Status box indicates that printing is completed, you must go to transaction SP02 to actually print the notices.

Spool requests can also be access thru the menu bar by selecting System > Own Spool Requests.

AASIS Support Center
Revised September, 2005
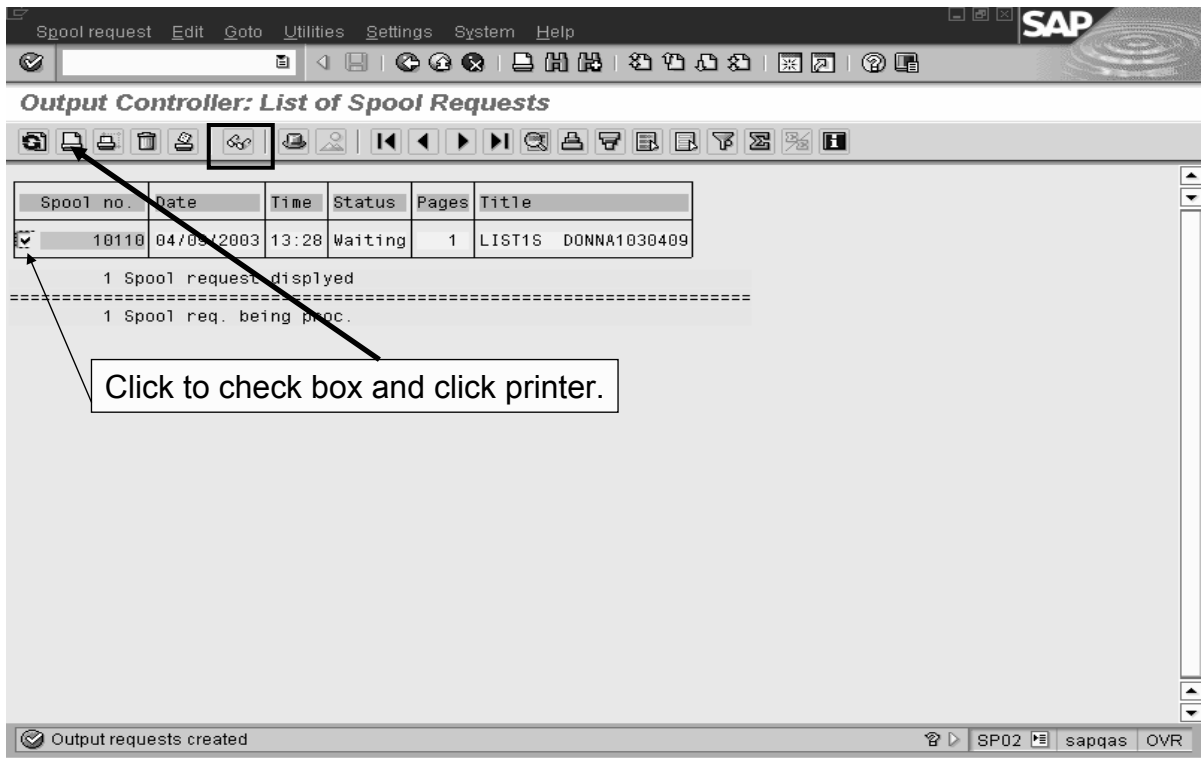
The screen will display all open spool requests. Be sure to locate the correct spool request for your job and click the box to the left.

To display notice before printing, click the eyeglasses icon. (see last slides)

Press enter until the Status is Compl.

Text   Edit   Goto   System   Help

Print Preview for AS05 Page 00001 of 00004

ARKANSAS DEPARTMENT OF HUMAN SERVICES
Accounts Receivable
PO Box 1437   **PAST DUE**
Little Rock AR 72203-1437

Clark Cable   Customer: 600000020
222 Lineman Avenue   Date: 05/13/2003
LITTLE ROCK AR 72204

T E S T   P R I N T

Dear Sir or Madam,

The invoice(s) listed below are now past due. If this amount has been paid, please contact this office so we can resolve this matter.

If the amount has not been paid, please remit to the address below immediately.

Failure to pay this account in full or make other payment arrangements may result in additional fees being added to your account

SP02   sapqas   OVR

This is the top half of the dunning notice that will be sent to the customer.

SAP

Text Edit Goto System Help

Print Preview for AS05 Page 00002 of 00004

DEPARTMENT OF PARKS AND TOURISM
1 Capitol Mall
Room 4A-900   **PAST DUE**
Little Rock, AR 72201

Clark Cable   Customer: 600000020
222 Lineman Avenue   Date: 05/13/2003
LITTLE ROCK AR 72204

Accounts Receivable

Date	Invoice Number	Reason Code Description	Due Date	Amount
06/17/2002	18000284		07/17/2002	33.00
06/16/2002	18000221		07/16/2002	22.95
06/15/2002	18000160		07/15/2002	49.00
10/01/2002	14000103		10/01/2002	99.00-

| Total Amount due | | | | 10,552.76 |

SP02   sapqas   OVR

This is the second page of the dunning notice.